

Fig. 1

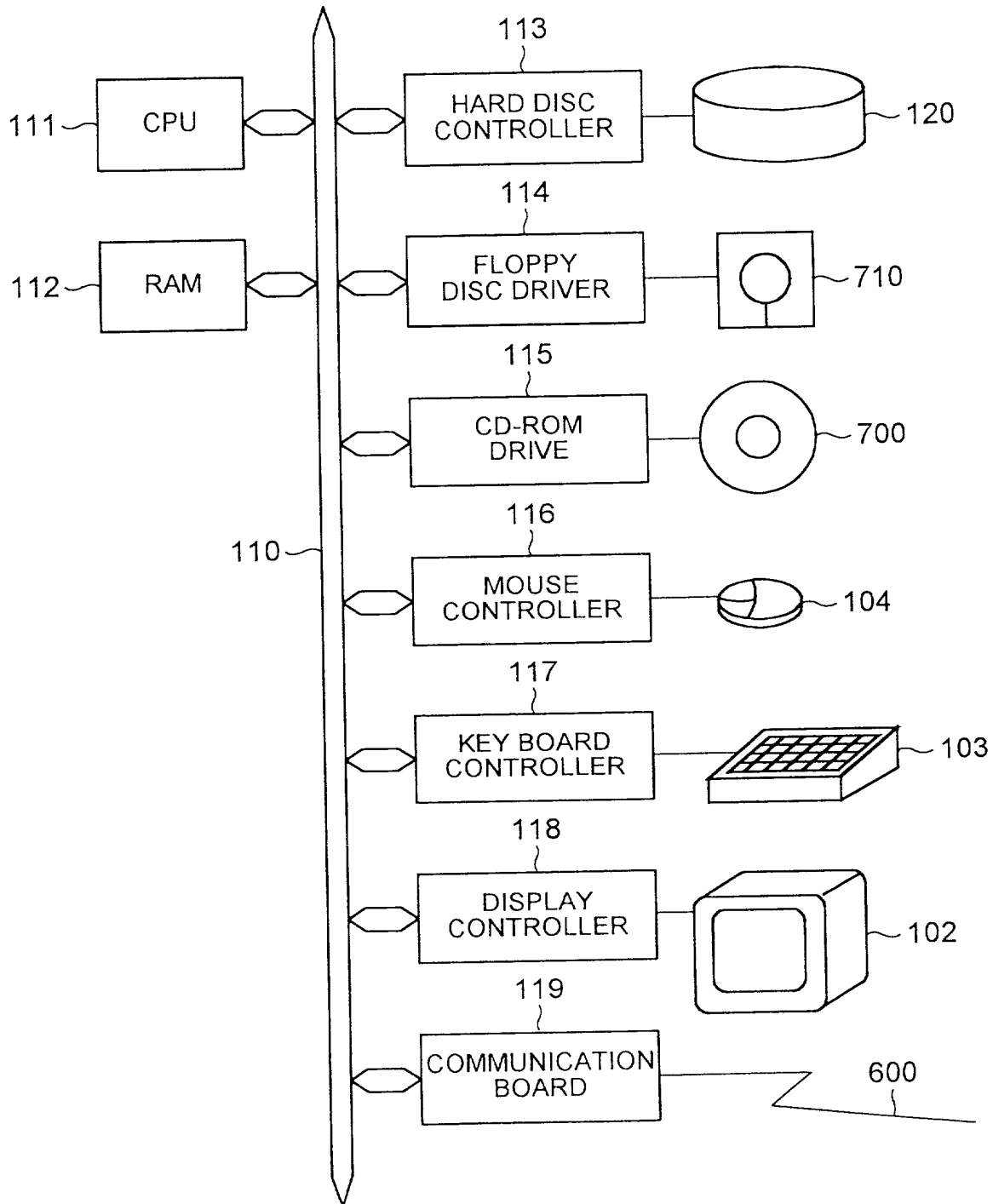


Fig. 2



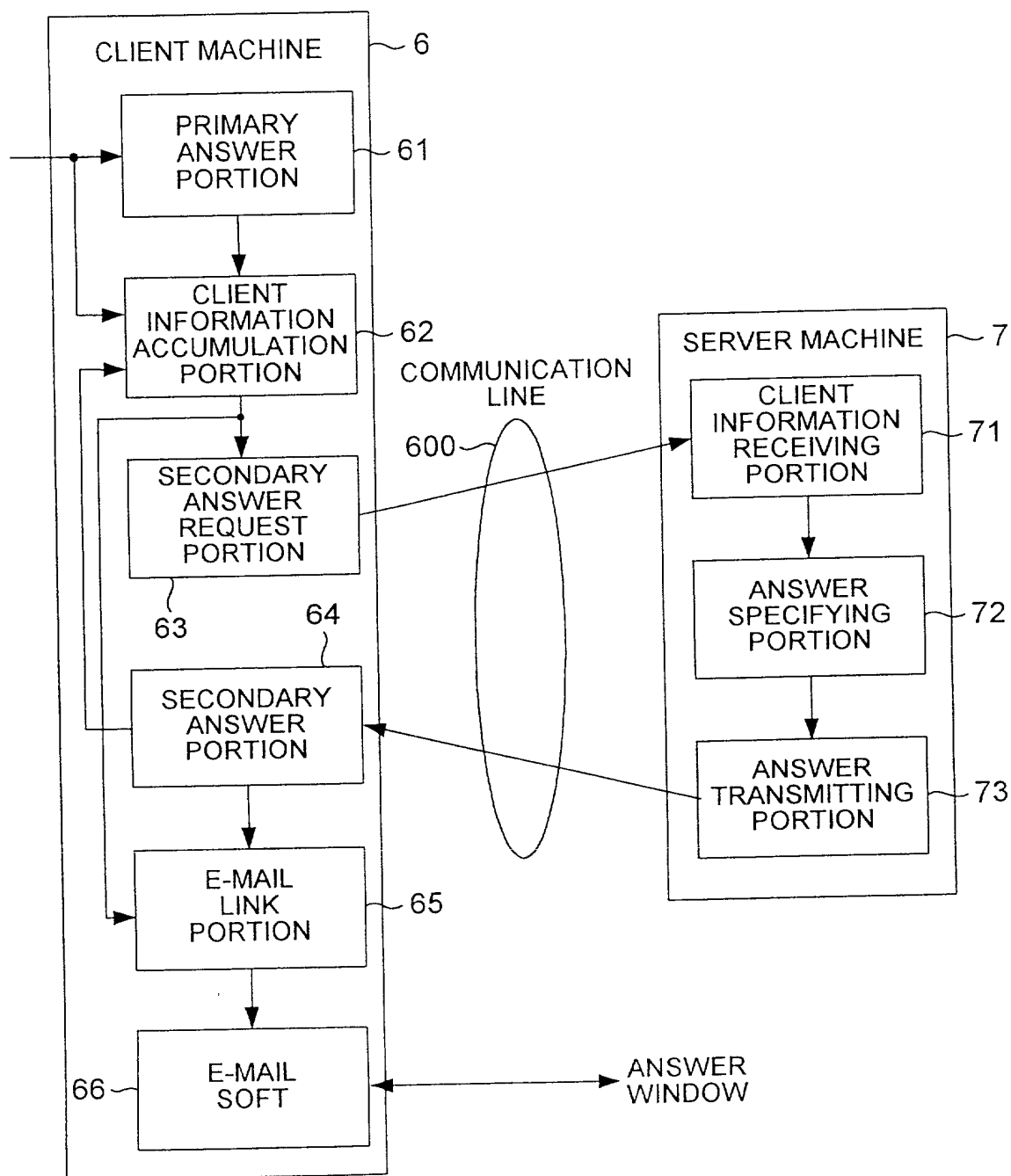


Fig. 5

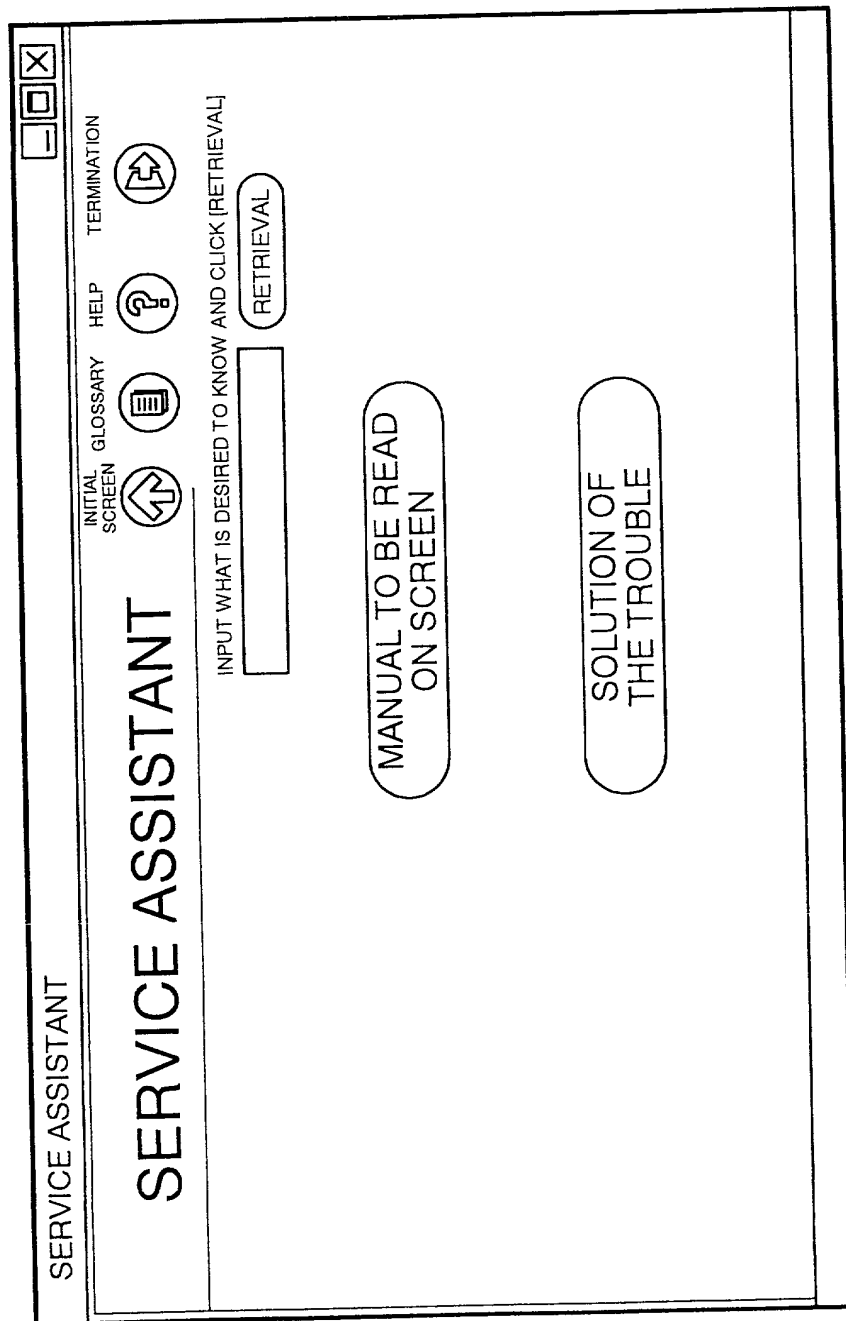


Fig. 6

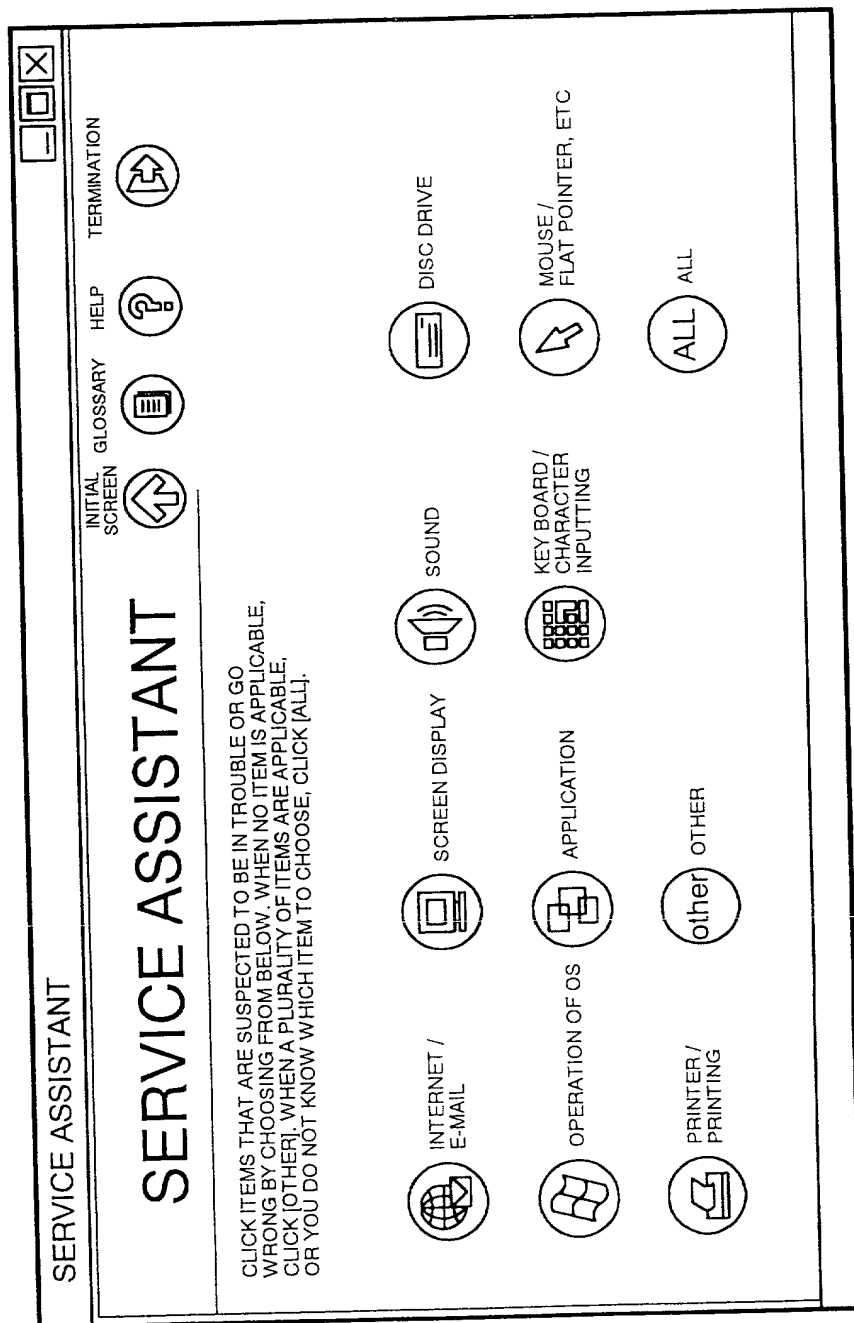


Fig. 7

WAIT A WHILE

SERVICE ASSISTANT

CPU IS BEING CHECKED...

Fig. 8

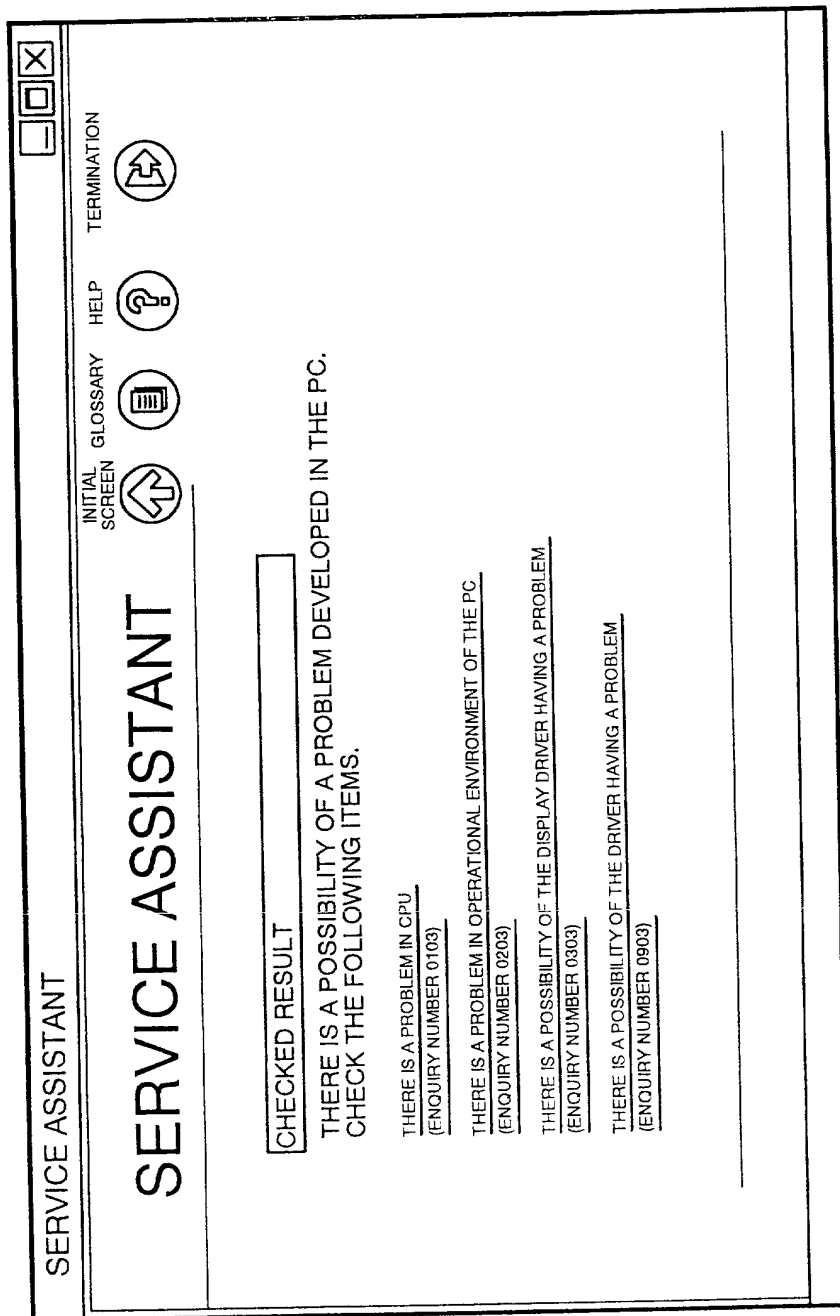


Fig. 9



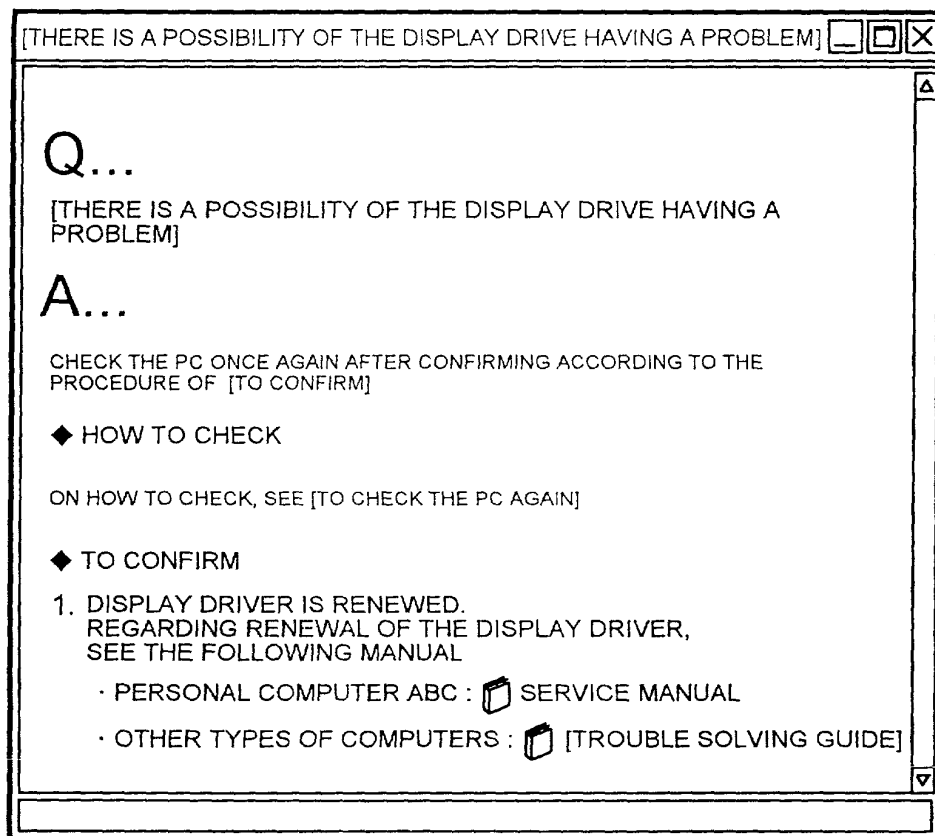


Fig. 10

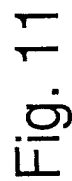


Fig. 11

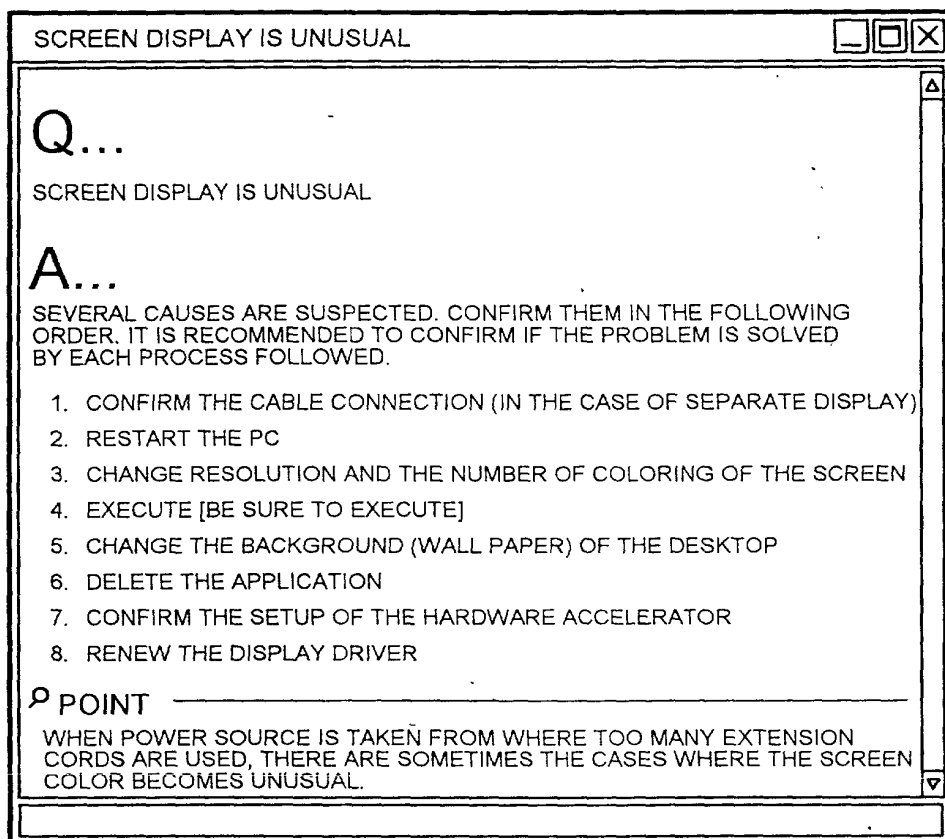


Fig. 12

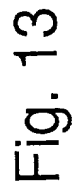


Fig. 13

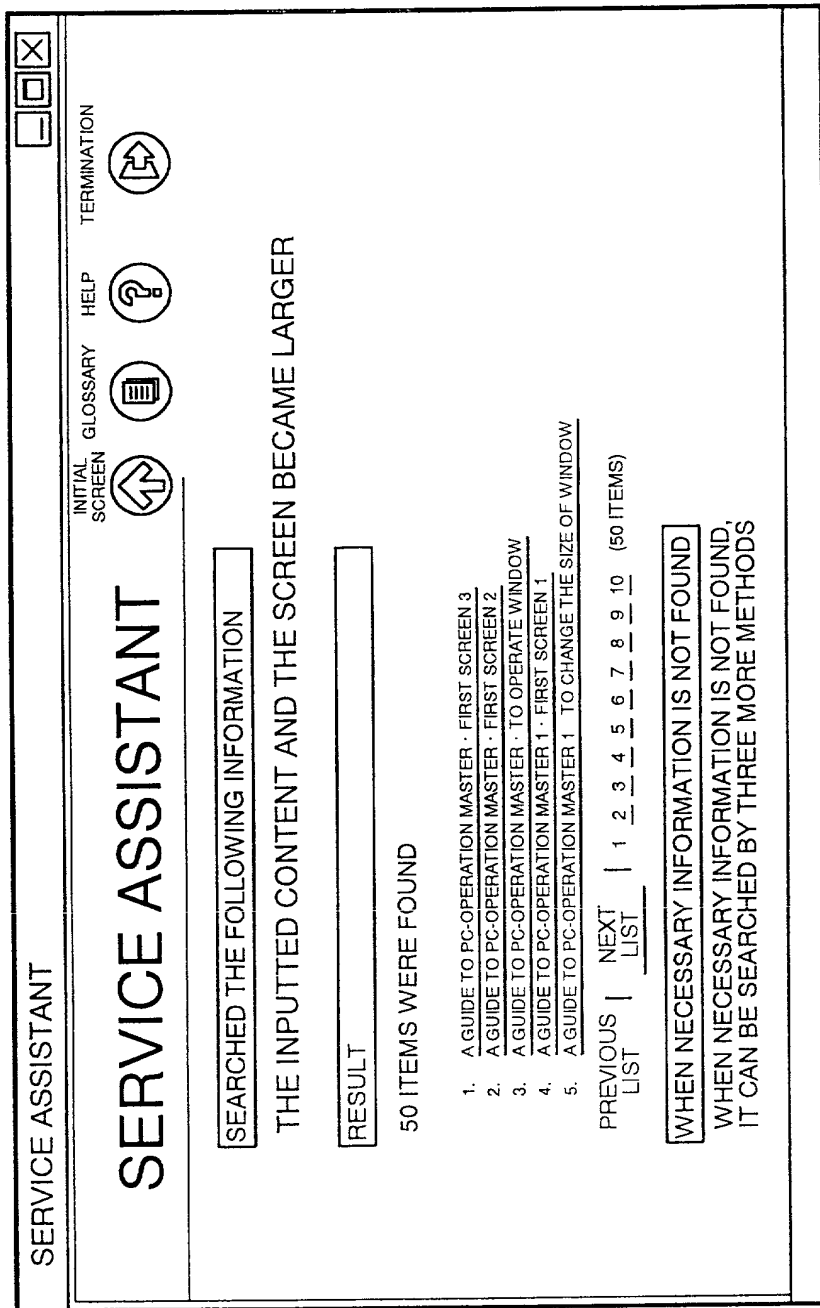


Fig. 14

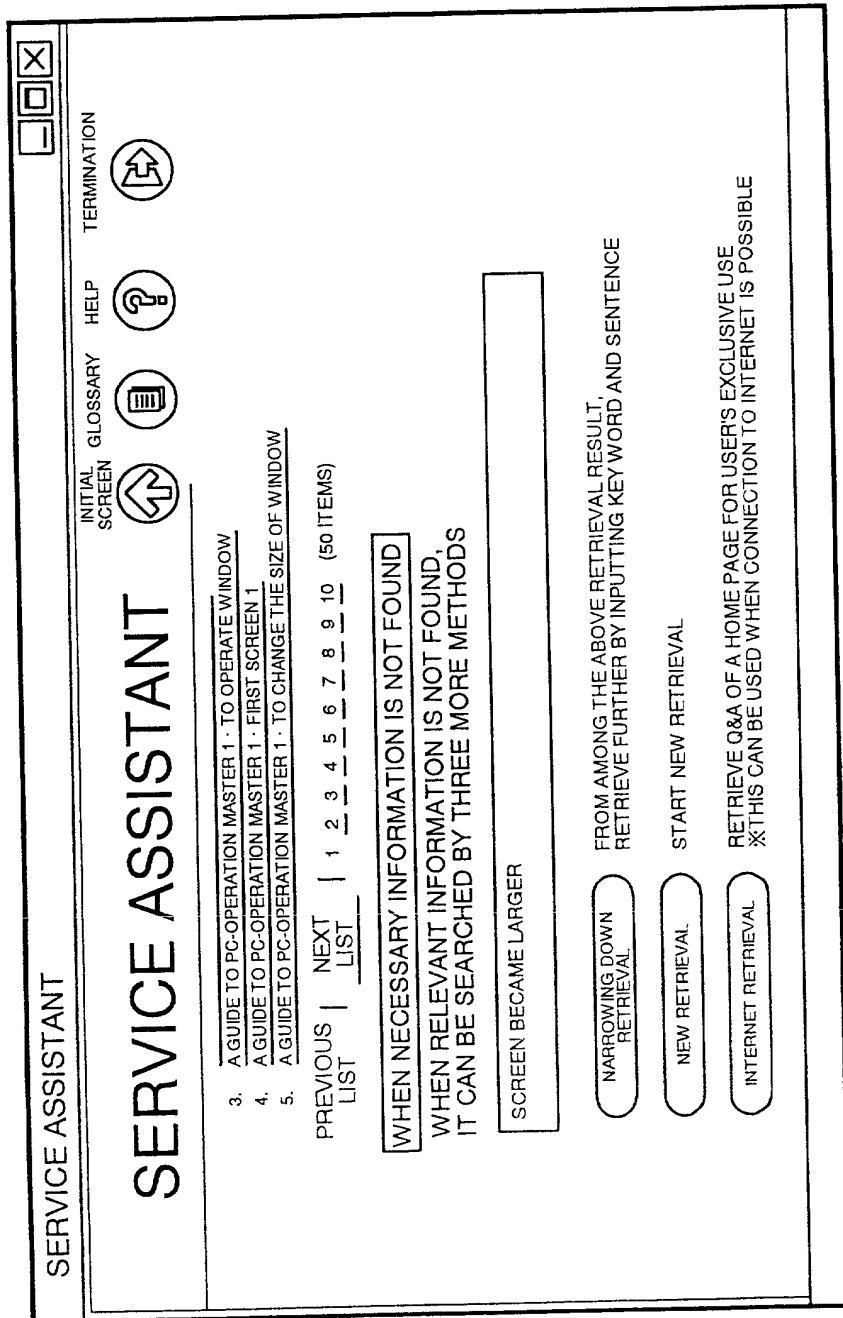


Fig. 15


SERVICE ASSISTANT


INITIAL  
SCREEN


GLOSSARY


HELP

TERMINATION









SERVICE ASSISTANT

LOG IN

USER REGISTRATION NUMBER : PASS WORD : 

NEW REGISTRATION

WHEN THE PROBLEM IS NOT SOLVED BY Q&A OF INTERNET,  
ENQUIRY TO A PERSON IN CHARGE OF THE SUPPORT CAN  
BE MADE. CLICK HERE.

Fig. 16

<b>SERVICE ASSISTANT</b>		INITIAL SCREEN	GLOSSARY	HELP	TERMINATION
<b>SERVICE ASSISTANT</b>					
PRODUCT NUMBER	[ ] (ENTER BY HALF-SIZE ALPHABETIC CHARACTERS. EXAMPLE : MA9500651)				
DATE PURCHASED	[ ] YEAR [ ] MONTH [ ] DAY	(YEAR BY A.D : ENTER WITH HALF-SIZE ALPHABETIC CHARACTERS.			
OS	[ ]				
FAMILY NAME	[ ]	(JAPANESE ALPHABET)			
NAME	[ ]	(JAPANESE ALPHABET)			
FAMILY NAME IN KANA	[ ]	(JAPANESE ALPHABET)			
NAME IN KANA	[ ]	(JAPANESE ALPHABET)			
DATE OF BIRTH	[ ] YEAR [ ] MONTH [ ] DAY	(YEAR BY A.D : ENTER WITH HALF-SIZE ALPHABETIC CHARACTERS. EXAMPLE : 2000)			
SEX	OMALE OFEMALE				
PRIVATE PERSONAL / LEGAL PERSON	OPRIVATE PERSONAL OLEGAL PERSON				
Register					
WHEN THE PROBLEM IS NOT SOLVED BY Q&A OF INTERNET, ENQUIRY TO A PERSON IN CHARGE OF THE SUPPORT CAN BE MADE. CLICK HERE.					
ONLINE ASSISTANT					

Fig. 17



SERVICE ASSISTANT

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

Q&A navi

Q&A navi TOP

RETURN TO PREVIOUS SCREEN

HOW TO USE

PC SUPPORT

Q&A navi

Q&A navi TOP

RETURN TO PREVIOUS SCREEN

HOW TO USE

QUESTION

CONTENTS OF INPUTTED QUESTION

SCREEN BECAME LARGER

RETRIEVAL RESULT LIST

(1-10) ITEMS DISPLAYED / 4112 ITEMS

1	OOOOOO	SHOW HOW TO CHANGE THE SIZE OF THE SCROLL BAR OF WINDOW
2	OOOOO	SHOW HOW TO CHANGE THE SIZE OF [MAGNIFYING GLASS] OF WINDOW
3	OOOO	SCREEN DISPLAY IS LARGE AND THERE IS A PORTION NOT DISPLAYED IN THE WINDOW
4	OOO	WHEN THE COMPUTER IS RESTARTED IN A STATE OF SEVERAL FOLDERS IN MY COMPUTER BEING OPENED.

WHEN THE PROBLEM IS NOT SOLVED BY Q&A OF INTERNET, ENQUIRY TO A PERSON IN CHARGE OF THE SUPPORT CAN BE MADE. CLICK HERE.

ONLINE ASSISTANT

Fig. 18

<div style="display: flex; justify-content: space-between; align-items: center;"> <span>SERVICE ASSISTANT</span> <div style="display: flex; align-items: center;"> <div style="display: flex; gap: 5px;"> <div style="border: 1px solid black; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">_</div> <div style="border: 1px solid black; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">□</div> <div style="border: 1px solid black; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">X</div> </div> <div style="display: flex; gap: 20px; font-size: 0.8em;"> <span>INITIAL SCREEN</span> <span>GLOSSARY</span> <span>HELP</span> <span>TERMINATION</span> </div> <div style="display: flex; gap: 10px;"> </div> </div> </div>	
<h1 style="margin: 0;">SERVICE ASSISTANT</h1>	
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">             LIST OF ENQUIRIES           </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <input type="checkbox"/> ENQUIRIES OF PROBLEMS NOT SOLVED (1)           </div> <div style="border: 1px solid black; padding: 5px;"> <input type="checkbox"/> ENQUIRIES OF PROBLEMS TERMINATED (1)           </div>	<div style="border: 1px solid black; padding: 10px;"> <p>PREPARE CONTENTS OF THE ENQUIRY</p> <p>SELECT ITEMS THAT ARE SUSPECTED TO BE IN TROUBLE OR GO WRONG (INDISPENSABLE)</p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="border: 1px solid black; padding: 2px 5px; font-size: 0.8em;">SCREEN DISPLAY</div> <div style="border: 1px solid black; width: 150px; height: 100px; margin-left: 10px; position: relative;"> <div style="position: absolute; top: -10px; left: 0; right: 0; text-align: center;">▲</div> <div style="position: absolute; bottom: -10px; left: 0; right: 0; text-align: center;">▼</div> </div> </div> <p>INPUT CONTENT OF THE PROBLEM AS SPECIFICALLY AS POSSIBLE (INDISPENSABLE)</p> <div style="border: 1px solid black; width: 100%; height: 150px; margin-top: 10px;"></div> <p style="text-align: center; margin-top: 20px;"> <div style="border: 1px solid black; border-radius: 10px; padding: 10px 30px; display: inline-block;">ADVANCE TO THE NEXT</div> </p> </div>

Fig. 19

SERVICE ASSISTANT

INITIAL SCREEN

GLOSSARY

HELP

TERMINATION

↑

?

⌂

SERVICE ASSISTANT

LIST OF ENQUIRIES

☐ ENQUIRIES OF PROBLEMS NOT SOLVED (2)

☐ ENQUIRIES OF PROBLEMS TERMINATED (1)

TRANSMIT ENQUIRY

THE FOLLOWING INFORMATION WAS COLLECTED, WHICH IS NECESSARY FOR A PERSON IN CHARGE OF THE SUPPORT TO GIVE YOU AN ACCURATE ADVICE

• SYSTEM INFORMATION

• ENVIRONMENTAL VARIABLE DATA

• SYSTEM EVENT LOG ENTRY

• TASK ENTRY WHILE IN EXECUTION

• WHEN [TRANSMIT] IS CLICKED, CONTENT OF ENQUIRY AND THE INFORMATION OF THE PC ARE TRANSMITTED TO THE PERSON IN CHARGE OF THE SUPPORT

• WHEN [CANCEL] IS CLICKED, TRANSMISSION OF ENQUIRY IS TERMINATED

• THE CONTENT OF TRANSMISSION IS NOT USED FOR THE PURPOSE OTHER THAN THE SUPPORT

TRANSMIT

CANCEL

Fig. 20

Fig. 21

Fig. 21